VOXCONSOLE
REAL TIME MANAGEMENT OF VOICE OPERATIONS

Monitor, measure, and manage. VoxConsole gives you real time visibility into work as it happens, before a crisis develops. That's the power to control your daily destiny.
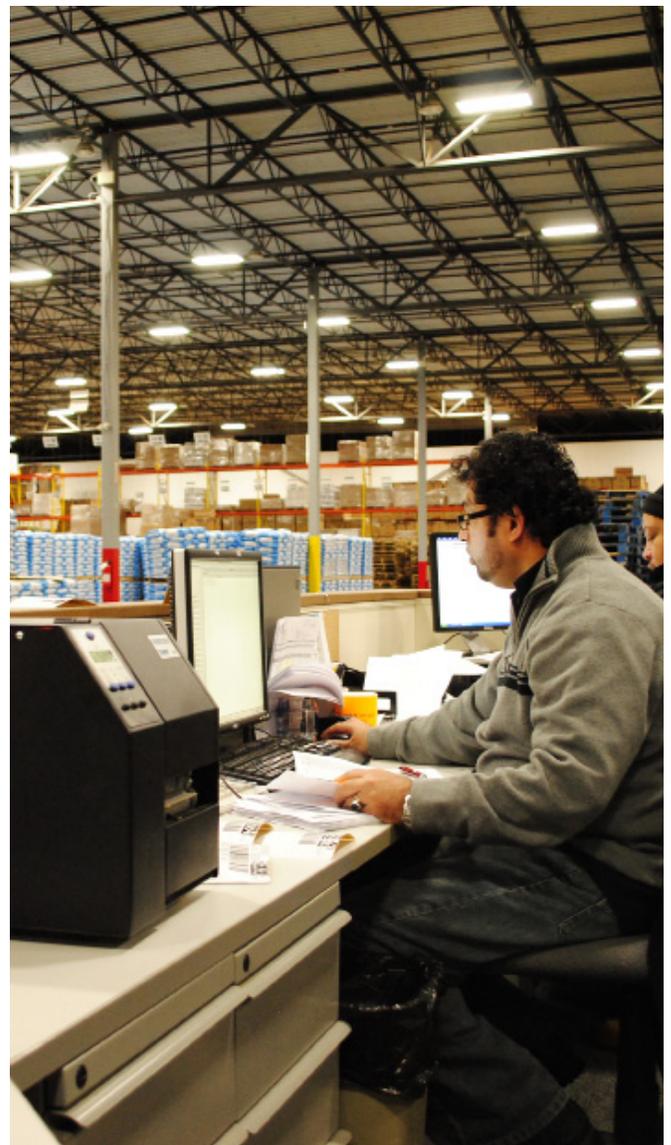
Voice is the most interactive technology in the warehouse. With VoxConsole, site managers have added visibility and control. VoxConsole also allows operations executives to tailor the Voxware VMS system for each site as needed. VoxConsole includes tools for:

- Real time visibility and control

- Warehouse setup for voice

- System administration

VoxConsole brings work assignments and workers to a site manager's fingertips. It provides an array of facilities enabling managers to keep the operation performing at top efficiency while responding to exceptions and unexpected developments.

Managers can review work as it progresses. Labor activities and worker productivity rates can be reviewed by warehouse, zone, and individual worker. Managers can intervene in the voice operation from VoxConsole, dramatically improving warehouse operations. Work assignments can be placed on hold or released. Work priorities can be reshuffled. Tasks can be adjusted to meet dynamic needs of operations. Pallet drop off locations can be changed based on your shipping needs.

VoxConsole gathers a wealth of operational information that can be applied to drive the voice solution and improve your operations. Enterprises operating multiple warehouses can configure each one separately for voice, accounting for different

Key Features

- Real time visibility into work assignments, tasks, and workers

- Ability to reassign work priorities, hold and release work assignments

- Balance work across specific workers

- Real time statistics on worker productivity by warehouse, zone, and individual worker

- Monitors percent completion of work in a warehouse or across multiple warehouses

- Stores configuration data for pick locations, zones, and printers

- Site configurations can vary across multiple warehouses

- Monitors exchange of data between voice system and the host system

- Provides facilities to manage exceptions while exchanging data between voice system and the host system

- Stores material handling equipment information and safety checklists which must be completed by voice before operation begins

- Stores brand and model information of wearable mobile computers used for voice, which can vary between different warehouses

warehouse layouts, location attributes, and business processes. No other voice solution gives you the power to configure the operational workflow using a graphical tool and enables you to vary the process across multiple warehouses.

VoxConsole is also where site managers register new users and wearable mobile computers to the Voxware VMS system. The workforce can use the same voice solution even if workers at different warehouses operate with different wearable computers from different manufacturers. VoxConsole is more than simply a real time cockpit or work progress monitor, although it does have those essential capabilities. It is a command center that can manage voice workflows in warehouses that differ widely in their operating characteristics.

Enterprise Voice Architecture

While companies that use voice in the warehouse report positive benefits, research confirms that users of proprietary voice systems are not always happy. These users are frustrated by a high-cost infrastructure and the expenses associated with making changes to their voice systems.

Voxware solved those problems through an important yet often unseen innovation: the Enterprise Voice Architecture (EVA). The software foundation for the Voxware Voice Management Suite, EVA makes every Voxware solution portable across diverse hardware devices, operating systems, DBMS, and web servers.

Part of the architecture is our Enterprise Voice Manager, which controls voice operations across multiple warehouses. The manager follows our commitment to Universal Configurability, enabling virtually any voice business process to be configured, not coded.

We invest in innovation, regardless of how flashy or outwardly obvious it is. But when our product delivers long term cost control and operational agility, it becomes clear that our software is built for best in class business over the long haul.